



DEPARTMENT OF THE ARMY
OFFICE OF THE ADMINISTRATIVE ASSISTANT TO THE SECRETARY
U.S. ARMY HEADQUARTERS SERVICES
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FORT BELVOIR VA 22060-5527

AAHS-ZA

7 May 2012

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Implementation of New Procedures for Passport Application Acceptance Facilities Worldwide

1. Over the past year, we have been working diligently with the Bureau of Consular Affairs in the Department of State (DOS) to update our memorandum of understanding (MOU) so that we can continue to provide passport services to Department of Defense (DoD) personnel. The DOS requested changes to the current MOU to greatly strengthen the processes and procedures to obtain passports for all Federal agencies. Upon signature of the new MOU which is expected in the next couple months, the following changes will take effect.

a. Passport Application Acceptance Facilities (PAAFs). Each office involved in the issuance of passports will be called a PAAF. DoD and DOS will designate PAAFs by mutual agreement. Either DoD or DOS can suspend or deactivate a DoD PAAF. If a facility is deactivated, it will destroy all materials or send them to the Special Issuance Agency, part of the DOS Bureau of Consular Affairs. PAAFs located in the continental United States will not accept fee passports unless authorized in writing by both DoD and DOS.

b. Passport Acceptance Agents. All Passport Acceptance Agents must be able to obtain and maintain a secret clearance. Under no circumstances will a contractor be assigned as a Passport Acceptance Agent.

(1) Organizational commanders must notify the Special Issuance Agency, through the DoD Executive Agent (Headquarters, Department of the Army), that a DoD passport acceptance agent has resigned, retired, completed a permanent change of station, or been terminated.

(2) DOS will issue each Passport Acceptance Agent a unique passport acceptance agent number. That unique agent number will not change in the event of a permanent change of station, temporary duty travel, or any other physical transfer. If the agent number is deactivated for any reason, it can be reactivated if the individual resumes the duties of a passport acceptance agent.

c. Waivers. All previous waivers the Special Issuance Agency issued granting military units blanket authority to apply for second passports and/or blanket exceptions

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to the requirement to list a projected travel destination on the DD Form 1056 (Authorization to Apply for a "No-Fee" Passport and/or Request for Visa) will be invalid as of 31 January 2013.

(1) Organizational commanders who believe that units under their command require a second official passport or should be exempt from the Foreign Clearance Guide requirement to list a specific projected travel destination on the DD Form 1056 may submit a request for a waiver through the chain of command to the DoD Executive Agent (Headquarters, Department of the Army) for review.

(2) Waiver requests must include a detailed justification based on the organization's mission and historical travel pattern, including examples of missions that have failed, or would have failed, for lack of a waiver.

(3) The justification for units with similar missions within the same command may be consolidated into one waiver request but must be submitted through their command headquarters. The request must identify all units and installations the waiver is requested for.

(4) The DoD Executive Agent (Headquarters, Department of the Army) will validate the requirement for the waiver before forwarding it to the Special Issuance Agency for approval.

(5) Any new waiver DOS approves will be valid for a period not to exceed three years.

c. Expedited Service. DoD requests for expedited passport services must be in writing and include a detailed justification. The requests must be signed by a General Officer or a Senior Executive Service equivalent. In the absence of a General Officer or a Senior Executive Service, the Organization Commander will be authorized to sign the letter of Expedite. Requests for expedited service must include validation (copy of travel orders and flight itinerary) that the traveler has actual plans to travel to a country requiring the use of an official or diplomatic passport, in accordance with the DoD Foreign Clearance Guide.

d. Oversight and Inspections. DOS has incorporated the existing database of DoD PAAFs and Passport Acceptance Agents into the DOS Integrated Acceptance Facility Oversight Database to enhance DOS oversight of the DoD Passport Application Acceptance Program. DOS will begin inspecting DoD PAAFs worldwide once the memorandum of understanding is signed.

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(1) The Acceptance Facility Oversight (AFO) Office will give the DoD Executive Agent (Headquarters, Department of the Army) 90 days notice in advance of inspections and will include a roster of DOS staff who will be conducting the inspection. DoD will provide AFO with a point of contact for each scheduled inspection so that AFO can coordinate logistics and any required overseas billeting directly with installation staff.

(2) AFO will provide a copy of its facility assessment checklist to each DoD PAAF in preparation for the inspection. All AFO checklist items will be derived from the Passport Agent Reference Guide.

(3) AFO will coordinate with installations requesting to reschedule an AFO inspection through the DoD Executive Agent (Headquarters, Department of the Army) at least 60 days before the originally scheduled date.

(4) If the installation passport program is determined to be significantly out of compliance with established DOS procedures for accepting passport applications, the AFO will reinspect that installation between 90 to 180 days after corrective action has been completed by the PAAF.

(5) If DOS determines that a Passport Acceptance Agent requires performance monitoring, the DoD Executive Agent (Headquarters, Department of the Army) will notify the passport acceptance agent's organization.

(6) Commanders are responsible for the discipline of DoD Passport Acceptance Agents found to have committed violations of passport laws or regulations that fall below the threshold for prosecution.

2. We appreciate your understanding and acceptance of the new procedures. If you have questions, the point of contact for this memorandum is Mr. Roger D. Combs, Deputy Director, Headquarters, Department of the Army, Logistics Services Washington Directorate, 703-545-1163 or roger.d.combs.civ@mail.mil.


STEVEN J. REDMANN
Executive Director

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